













SERVING ALL Service Members, Veterans and their Families

Our mission Statement:

TO ENHANCE
QUALITY OF LIFE

for

SERVICE MEMBERS,

VETERANS

and their

FAMILIES

www.NDGUARD.com







ROB KELLER



Welcome to the Military Service Center or MSC, where our motto is "Serving All Members, Veterans and their Families, Yesterday, Today and Tomorrow."

One of the most enduring elements of being a member of the U.S. Armed Forces is the sense of family. Each branch has its own unique way of caring for its members and their families.

In the same context, returning from a deployment can trigger a mixed bag of emotions. While you're elated at the thought of returning home to your Family and friends, making the transition back to civilian life is a challenge. We are profoundly aware that a Service Member's life extends beyond the deployment.

In these pages you'll find information and insights designed to inform, encourage and strengthen. We are a resource to increase awareness of new and existing initiatives, services, and support available to all Service Members, past and present, along with their Families.

Our team is looking forward to getting to know you and assisting in any way possible. We are here for your success.

If there is something we can do to assist, please contact:

Rob Keller 701.333.4801 or 800.242.4940. Director of Service Member and Family Support North Dakota National Guard

Mark Ostern 701.451.2112 or 701.526.8605 Airman and Family Readiness Program Manager NDANG 119th Wing

MSG Richard (Rick) Marschner 701.333.4803 Deputy Director of Support

1SG Ken Baer 701.333.4817 Deputy Director of Services



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Office located at: Hector International Airport 1400 32nd Avenue North Fargo, ND 58102



NDANG 119th WING Airman & Family Readiness Program

To the Families, Thank You! Thank you for the encouragement and support! Our service members are a critical element to our state, local and national defense. Without your support the mission would suffer greatly. Your service and support may entitle you and your families to a wide variety of benefits that will help prepare you for deployments, career changes and life events. The Airman & Family Readiness Program (A&FRP) provides an extensive information and referral program that can reduce stress and create resiliency within the military family. As a Reservist myself, I fully understand many of the challenges that a military family can experience. Regardless of branch affiliation, I will provide the best service and support that I can to you and your families.

- Education & Training
- Financial Services
- Transition Assistance
- Employment Services
- Physical and Mental Health Well-Being
- Health and Life Insurance
- Disabled Veterans Benefits
- Legal Assistance

Mark Ostern

Airman & Family Readiness Program Manager mark.ostern@ang.af.mil

o: 701.451.2112 c: 701.526.8605



DEDICATION





MISSION: To establish and facilitate ongoing communication, involvement, support, and recognition between military families and the North Dakota National Guard in a partnership that promotes the best in both.

FAMILY READINESS GROUPS (FRG):

- Provide support and assistance to each other
- Communicate! Provide accurate information flow
- Ensure that all families are included; welcome new families
- Provide briefings/training to family members & volunteers
- Coordinate activities supporting deployment keeps parents, spouses, children active
- Coordinate with community resources veterans' clubs, churches, schools, etc.

BENEFITS OF FRG FOR FAMILIES: BENEFITS OF FRG FOR SOLDIERS:

Morale support Peace of mind

Develop friendships Ability to focus on mission
Share information Improve job performance

Obtain referrals Safety

Positive attitude

FAMILY READINESS STAFF:

Justin MattsonSenior Family Readiness Support Assistant701.333.4805Aaron Wolf (Fargo)Family Readiness Support Assistant MEB701.451.6197Mitch BartaFamily Readiness Support Assistant 68TC701.333.3193

"The truth of the matter is that you always know the right thing to do. The hard part is doing it."

- General Norman Schwarzkopf



CHILD & YOUTH PROGRAM

The North Dakota National Guard Child & Youth program's (C&YP) mission is to promote and sustain the quality of life and resilience of National Guard children and youth by providing secure, timely, flexible, high quality support services and enrichment programs.

The C&YP can help assist you in a variety of areas to include:

Information & resources for newborns through age 18.

Communication tools about deployments & separation.

Training tools for the community, your FRG and National Guard Leadership

Youth and Children's events, to include: national workshops, local camps, teen council, and educational events.

Specific programs and supportive organizations to help assist with childcare needs.

CONTACT www.ndguard.ngb.army.mil www.facebook.com/ndngcyp

Beth Sandeen (Fargo)	Lead Child & Youth Program Coordinator	701.451.6109
beth.a.sandeen.ctr@mail.mil		701.203.6957
Nicole Cook (Bismarck)	Child & Youth Program Coordinator	701.333.4822
nicole.l.cook10.ctr@mail.mil		701.639.3568





FAMILY





MISSION: Family Assistance Centers (FACs) are operated regionally throughout North Dakota. We are here to provide support and assistance to Service Members and their Families by offering information about military, federal, state, and local resources.

OUR SERVICES INCLUDE:

ID Cards & DEERS Enrollment

Financial Information and Referral

TRICARE Financial Legal

Mental Health Community Resources

Emergency Financial Assistance

LOCATIONS:

Bismarck Military Service Center 800.242.4940 or 701.333.4800	Suzanne Richards 701.333.4808 C: 701.471.9456	Becky Eberhardt 701.333.4806 C: 701.471.6082
	Nikki Frohlich 701.333.4807 c: 701.425.3166	
Minot Armed Forces Reserve Center	Gary Siewert 701.420.5861	c: 701.471.3472
Fargo Military Service Center 800.460.1407 or 701.451.6018	JoAnn Czerwinski 701.451.6090	c: 701.471.2832
Devils Lake Camp Grafton	Bryce Crosby 701.665.7896	c: 701.471.2942
Grand Forks Armory	Cary Forrester 701.792.4568	C: 701.471.1483
Valley City Armory*	Nathan Sather 701.845.6761	c: 701.471.9644

HOURS:

MSC Normal duty hours are 8:00 AM - 5:00 PM Minot, Devils Lake, Grand Forks - 9:00 AM - 5:00 PM. *Valley City: Call for hours.



The Yellow Ribbon reintegration program is a program that is a valuable part of keeping the NDNG force ready and prepared for anything. This program enables the NDNG to welcome home Service Members and assist them, as well as their families, friends and employers, with the transitional issues that accompany any deployment or separation.

The program begins from the time the unit receives the alert order and continues throughout the transition period returning home. There are pre, during and post events that make up this phenomenal program. Pre events help families and Service Members prepare for the road ahead. The "during events" help the families through daily struggles and the anticipation of the return home. The "during events" for the Service Member are the responsibility of the commander while in country to provide tools and support to all the Service Members. The "post events" consist of 30 and 60 day events, to help ease the transition home. The YRRP program is always here to help Service Members. There are resources offered from the community, the Veteran's Affairs Organizations, educational seminars to help with marital and single readjustment, substance abuse, anger, stress and many more. Child care and youth programming is provided at these events.

CONTACT:

MSG Richard (Rick) Marschner NCOIC	701.333.4803	richard.a.marschner.mil@mail.mil
Keith Huff, Contractor (Fargo) Air Yellow Ribbon Support Specialist	701.451.6416	ronald.k.huff.ctr@mail.mil
SFC Matthew Mitzel (Fargo) Army Yellow Ribbon Support Specialist	701.451.6417	matthew.a.mitzel3.mil@mail.mil
2LT David Stein Army Yellow Ribbon Support Specialist	701.333.4815	david.w.stein.mil@mail.mil
SGT Brandon Diehl Army Yellow Ribbon Support Specialist	701.333.4829	brandon.r.diehl.mil@mail.mil





TRANSITION ASSISTANCE ADVISOR

The TAA is the statewide point of contact to provide information, support, and direction to Service Members, veterans, and their families on benefits and entitlements available through various federal and state agencies.

The TAA networks, coordinates, and partners with a coalition of offices and agencies to include:

- ND National Guard State Headquarters offices: Employer Support of the Guard & Reserve (ESGR), Personnel and military medical records requests, Retirement and Survivor Benefit, TRICARE, Traumatic Servicemembers' Group Life Insurance (TSGLI)
- Department of Veterans Affairs: Veterans Health Administration (VHA), Veterans Benefits Administration (VBA)
- Vet Centers
- National Service Officers for AMVETS, DAV, American Legion, VFW
- ND Dept. of Veterans' Affairs (NDDVA)
- Dept of Labor–Veterans Employment & Training Service (DOL-VETS)
- Job Service North Dakota (JSND)
- County Veterans Service Officers
- Small Business Administration (SBA)
- Social Security Administration (SSA)
- as well as strong bonds with TAAs from other states and territories.

CONTACT:

Marilyn Rohrer 701.333.4816 marilyn.c.rohrer.ctr@mail.mil

"It often requires more courage to dare to do right than to fear to do wrong."

- Abraham Lincoln



The Military Outreach Program is designed to assist Veterans, Service Members and their Families in finding resources, services and benefits to meet their needs. We have Military Outreach Specialists located throughout the state that can visit or meet you to understand your issues and locate assistance you need. The team can assist veterans from any era, any conflict and any service.

Our goal is to connect you with the "right" resource.

We cultivate community, county, state and national resources on a regular basis to ensure we have a wide range of assistance available to clients.

We complete follow-up with our clients to ensure the resources given meet the need.

The team also assists with pre-deployment and post-deployment transition issues.

CONTACT:

SE Region - Vince Dicks (Fargo, Jamestown, Wahpeton)	701.451.6059 701.212.0466	vincent.d.dicks.nfg@mail.mil
South Central Region - Tim Wicks (Bismarck, Mandan, Ashley, Washburn)	701.333.4828 701.425.6451	timothy.j.wicks.nfg@mail.mil
South West Region - (Dickinson, Bowman, Watford City)	701.333.4810 701.260.4730	
North West Region - Kelli Weiand (Minot, Williston, Rugby)	701.420.5848 701.340.2779	colleen.y.weiand.nfg@mail.mil
North East Region - John Pitsiladis (Grand Forks, Devils Lake, Pembina)	701.792.4589 701.390.4378	john.e.pitsiladis.mil@mail.mil



RESILIENCY & RISK REDUCTION PROGRAM MANAGER

The North Dakota National Guard takes Soldier and Airmen care very seriously and is committed to supporting the emotional, physical, spiritual and social resilience of Service Members and their families. Resources are available to assist Commanders in developing unit programs and for direct services to individuals. 24 hour hotline numbers are 2-1-1 (North Dakota) or 1-800-273-TALK (National). In an emergency situation, call 9-1-1.

RESILIENCY COORDINATOR

CPT Michelle Thomsen
701.333.3079
michelle.m.thomsen2.mil@mail.mil





SURVIVOR OUTREACH SERVICES

The mission of Survivor Outreach Services is to build a unified support program which embraces and reassures Survivors that they are continually linked to the Military Family for as long as they desire.

This program is designed to provide dedicated and comprehensive support to Survivors of deceased Military members. We are an advocate for Survivors and will help them foster resiliency as well as ensure they have access to all entitled benefits. We will maximize cooperative efforts within organizations and agencies to ensure benefit assistance and long term support to surviving Families, and ensure surviving Families' concerns are addressed expeditiously in a holistic approach.

We are here to serve surviving Families of all branches of the Military.

CONTACT:

Sara Blazek 701.333.3333 or 701.658.9533 sara.l.blazek.ctr@mail.mil Room 329, Raymond J. Bohn Armory Bismarck, ND Greg Kaiser 701.792.4519 or 701.610.0204 gregory.j.kaiser.ctr@mail.mil 1501 48th St. S Grand Forks, ND



The Joint Family Support Assistance Program (JFSAP) embodies the DoD's vision to provide mobile, high-quality family services to augment current family programs' ability to meet the needs of Active Duty, Guard and Reserve service members and their families. The primary focus of the JFSAP is to bring these high-quality family services to families who are geographically dispersed from a military installation and who might otherwise be unable to access much needed support.



MILITARY ONE SOURCE

Military OneSource is a free 24/7/365 information and referral service available via toll-free telephone (800.342.9647) and Internet access (www.MilitaryOneSource.com) to Active Duty, Reserve and Guard (regardless of activation status) and their immediate family members. The services of Military OneSource are especially beneficial to those geographically separated from installation services or those who are unable to seek assistance during traditional working hours. The Military OneSource program improves the quality of life of military families and the overall effectiveness of the military community.

CONTACT:

Angela Messmer 701.333.4812 angela.messmer@militaryonesource.com

PERSONAL FINANCIAL COUNSELOR

The Personal Financial Counselor (PFC) counsels, educates, and creates personalized strategies for Service Members on personal financial readiness, money management, and budget management, enabling them to maintain or reach financial health.

CONTACT:

April Thorstad athorstad@MFLC.zeiders.com 701.333.4813 or 800.242.4940

MILITARY FAMILY LIFE CONSULTANT

Through the Military Family Life Consultants(MFLC) Program, licensed clinicians in Social Work, Counseling, or related clinical discipline assist service members and their families with issues they may face through the cycle of deployment - from leaving their loved ones and possibly living and working in harm's way to reintegrating with their community and family.

The MFLC program provides support for a range of issues including: relationships, crisis intervention, stress management, grief, occupational and other individual and family/children issues. Support for these issues empowers individuals during the problem-solving process, increases individual and family competency and confidence in handling the stressors of military life and ensures that issues do not impair operational readiness.

HOW CAN MFLC COUNSELORS HELP?

MFLC Counselors can help you and your family problem solve issues resulting from deployment, reunions, reintegration and other times of change including:

- Marriage and Relationship Issues
- Family Issues
- · Stress and Anxiety
- Depression
- Grief and Loss
- · Anger management
- Parent and child communication

CONTACT:

800.242.4940



PSYCHOLOGICAL HEALTH PROGRAM

The Director of Psychological Health will:

- Work closely with the Military Service Centers
- Travel to military units throughout the state and consult with commanders and senior leaders on issues of psychological health, morale, and readiness
- Serve as a resource to deploying and redeploying military units
- Train and consult with civilian psychologists and other providers throughout North Dakota to more competently serve military service members and their families
- Be available to fill gaps in service availability, especially in urgent and emergency situations.

CONTACT:

Dr. Alan Fehr
Director of Psychological Health
701.225.1050 Direct
701.590.0136 Cell
701.260.5210 BB

alan.fehr@us.army.mil

119TH WING ND AIR NATIONAL GUARD

Kristi Clifton, LSW
Wing Director of Psychological Health
701.451.2602 Direct
701.219.3848 BB
kristi.clifton.ctr@ang.af.mil





LOYALTY







SEXUAL ASSAULT PREVENTION AND RESPONSE PROGRAM

Sexual Assault Prevention and Response Program (SAPR) is an educational and prevention based program to help protect the rights and safety of the members of the NDNG. The NDNG takes sexual assaults very seriously. This program is designed to help the victim heal through confidential reporting measures. Sexual assaults can be reported to us at any time and all will be treated with respect and confidentiality.

The goals of the Sexual Assault Prevention and Response Program are:

- Create a climate that minimizes sexual assault incidents which impact Army and Air personnel, civilians, and family members, and, if an incident should occur, ensure that victims and subjects are treated according to policy.
- Create a climate that encourages victims to report incidents of sexual assault without fear.
 (Survivors are encouraged to report the incident directly to the Sexual Assault Response Coordinator (SARC).
- Establish sexual assault prevention training and awareness programs to educate Soldiers and Airmen.
- Ensure sensitive and comprehensive treatment to restore victims' health and well-being.
- Ensure leaders understand their roles and responsibilities regarding response to sexual assault victims, thoroughly.

CONTACT:

SARC Help Line	701.425.4821

Heather Mattson 701.333.3293 heather.m.mattson5.civ@mail.mil

Alternate (JFHQ SARC) 701.204.3555

"There are no secrets to success. It is the result of preparation, hard work, learning from failure."

- General Colin Powell

OFFICE OF THE CHAPLAIN

The NDNG Office of the Chaplain consists of Army National Guard and Air National Guard Chaplains, Chaplain Assistants, and Licensed Social Workers.

The Mission of our team is to provide, in our respective areas, religious and spiritual support, as well as, emotional and mental health support to NDNG Soldiers, Airmen, and their Families.

SERVICES PROVIDED:

Religious Support & Pastoral Care (Military/Family) Single Soldier/Airman Relationship Training Marriage Enrichment Training Reintegration Support (Military/Family) Connect Military/Families to Resources Crisis Intervention Relationship Issues Deployment Support (Families) Counseling & Referral

STAFF:

NDNG STATE CHAPLAIN

Chaplain LtCol Bruce Krogstad 701.552.2883 or 701.451.2679 bruce.krogstad@ang.af.mil 119th Air Wing, Fargo

NDNG CHAPLAINS

Chaplain LtCol John Flowers 701.451.2678 or 701.730.5983 john.flowers@ang.af.mil

119th Air Wing, Fargo

Chaplain (CPT) Brock Sailer 701.381.8676 or 701.662.0618 brock.a.sailer.mil@mail.mil

Camp Grafton

Chaplain (MAJ) Corey Bjertness 320.905.1332 corey.bjertness@us.army.mil

Fargo 141 MEB AFRC

Chaplain (CPT) Tim Stout 701.381.9380 timothy.l.stout@us.army.mil Devils Lake (GF 1-188th ADA)

STAFF CHAPLAIN FOR NORTH DAKOTA

CH (LTC) David L. Johnson 701.333.3006 or 701.425.4673 david.l.johnson339.mil@mail.mil RJB Armory, Bismarck

NDNG LICENSED SOCIAL WORKERS

Bernadette Ternes 701.333.3352 or 701.226.2905 bernadette.a.ternes.nfg@mail.mil RJB Armory, Bismarck

Amber Link
701.451.6078 or 701.799.9704
amber.l.link.nfg@mail.mil
Fargo, ND (Fargo Armory)

Angie Christensen 701.451.6093 or 701.866.7933 angela.m.christensen.nfg@mail.mil Fargo, ND (Fargo Armory)

Important Note: Office locations of personnel are highlighted in yellow.

Chaplains and Licensed Social Workers will also travel to meet with Military Members/Families.

MILITARY FUNERAL HONORS

WHAT ARE MILITARY FUNERAL HONORS?

The ceremonial paying of respect and the final demonstration of the country's gratitude to those who, in times of war and peace, have faithfully defended our Nation." Members of the funeral honors detail fold and present the American flag to the veteran's survivor and Taps is sounded.

WHO IS ELIGIBLE FOR MILITARY FUNERAL HONORS?

Military members in the following categories are eligible for military funeral honors: military personnel on active duty; former members who served on active duty and were discharged under conditions other than dishonorable; members of the Selected Reserve; former members of the Selected Reserve who served at least one term of enlistment or period of initial obligated service and were discharged under conditions other than dishonorable; and former members of the Selected Reserve who were discharged due to a service-related disability.

Military Funeral Honors: 866.963.4977

State Coordinator, Janette Fetch

701.333.3339

janette.k.fetch.ctr@mail.mil RJB Armory, Room 1349 Bismarck, North Dakota



MILITARY FUNERAL HONORS REGIONAL BREAKDOWN

Northwest (Minot) Northeast (Grand Forks)

 Office Phone:
 701.420.5830
 Office Phone:
 701.792.4588

 Cell Phone:
 701.340.3230
 Cell Phone:
 701.330.9770

Southwest (Bismarck) Southeast (Fargo)

Office Phone: 701.333.3327/3353 Office Phone: 701.451.6317/6316 Cell Phone: 701.202.8901 Cell Phone: 701.367.6429



EMPLOYER SUPPORT OF THE GUARD AND RESERVE (ESGR)

Employer Support of the Guard and Reserve (ESGR) is a Department of Defense agency that seeks to develop and promote a culture in which all American employers support and value the military service of their employees. It does so by recognizing outstanding support, increasing awareness of the law, and resolving conflicts through mediation.

Who we help: Employers and members of the National Guard and Reserve.

What we do: Staff and hundreds of volunteers within ESGR's 56 Field Committees throughout the U.S provide the following services:

Information: We inform and educate service members and their civilian employers regarding their rights and responsibilities under the Uniformed Services Employment and Reemployment Rights Act (USERRA). Statutory authority for USERRA resides with the Department of Labor, and ESGR serves as a neutral, free resource to employers and service members. Many of ESGR's resources are available at www.esgr.mil.

CONTACT

If you have questions on ESGR or recognizing an outstanding employer please contact

Mr. Kevin Iverson, Executive Director
Employer Support for the Guard and Reserve – North Dakota
701.333.2057
kevin.c.iverson.ctr@mail.mil.

"We stand for freedom. That is our conviction for ourselves; that is our only commitment to others."

- John F. Kennedy





DEERS maintains personnel and benefits information for:

- Active, retired, and reserve uniformed service personnel
- Eligible family members of active, retired, and reserve uniformed service personnel
- DoD civil service personnel
- DoD contractors requiring logistical access
- DEERS is also responsible for producing DoD ID Cards (RAPIDS and Common Access Cards).
- DEERS supports benefit delivery including medical, dental, educational, and life insurance.

If you need an ID card or to update your DEERS record, please call 701.333.4800 or 800.242.4940 (Bismarck) 701.451.6018 or 800.460.1407 (Fargo) to schedule an appointment.

LIBRARY RESOURCES

We have a variety of fiction, nonfiction, self-help, and children's books that are available to check out. Many deal with issues related to military life and deployment. Please stop in and check them out!





COURAGE



Bismarck MSC

Rob Keller	333-4801
1SG Ken Baer	333-4817
Nicole Cook	333-4822
Justin Mattson	333-4805
Mitch Barta	333-3193
SGT Julie Eldagsen	333-4824
Rebecca Eberhardt	333-4806
MSG Richard (Rick) Marschner	333-4803
Suzanne Richards	333-4808
Marilyn Rohrer	333-4816
Tim Wicks	333-4828
Angela Messmer	333-4812
Nikki Frohlich	333-4807
SSG Brekka Carlson	333-4819
2LT David Stein	333-4815
SGT Brandon Diehl	333-4829
April Thorstad	333-4813

Fargo MSC

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Beth Sandeen	451-6109
Aaron Wolf	451-6197
SSG Derek Hjelseth	451-6018
JoAnn Czerwinski	451-6090
Keith Huff	451-6416
Vince Dicks	451-6059
SFC Matt Mitzel	451-6417

Minot Armed Forces Reserve Center

Gary Siewert	420-5861
Kelli Weiand	340-2779

Valley City Armory

Nathan Sather	845-6761
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Grand Forks Armory

Greg Kaiser	792-4519
Cary Forrester	792-4568
John Pitsiladis	792-4589

Devils Lake/Camp Grafton

Bryce Crosby	665-7896
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Bismarck

1850 E Bismarck Expy PO Box 5511 Bismarck, ND 58506-5511 *tel* 701.333.4800 800.242.4940 *fax* 701.333.4825



Fargo

2219 12th St N Suite B Fargo, ND 58102 tel 701.451.6018 800.460.1407 fax 701.235.2609

Mailing Address 3920 31st St N Suite A Fargo, ND 58102-6206

